



**PayPoint**

Simplifying payments  
for everyone

**Dominic Taylor &  
George Earle  
29 May 2014**

**Results for the year  
ended 31 March 2014**

# Agenda

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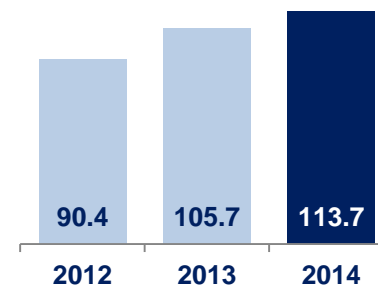
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# Results summary

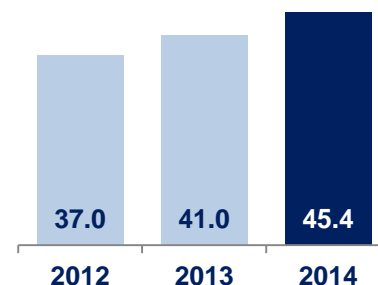
- A set of strong results with progress across all parts of the business
- Mobile and Online now at the centre of our group capability to create a single multi-channel proposition with a new modern identity
- Net revenue up 7.7%<sup>1</sup> and operating profit up 10.6%
- Retail net revenue up 7.6%:
  - UK & Ireland retail network net revenue increased 6.0%
  - Romanian bill payment transactions up 53.5%, increasing profitability
  - Collect+ profitable and now available in 5,600 sites with transactions up 76.4% to 13.6 million
- Mobile and Online net revenue up 7.7%:
  - Transactions increased to over 132 million, up 15.8%
  - Acquired Adaptis in February 2014
- Dividend per share of 35.3p, up 16.1%<sup>3</sup>

1. The 2014 results cover a period of 365 days (2013: 371 days). The impact of the extra week last year is generally to reduce stated growth by between 1 to 3 percentage points
2. Operating profit including our share of joint venture results and excluding the £0.2m (2013: nil) costs associated with the acquisition of Adaptis Solutions Limited in the year
3. Excludes special dividend in 2013

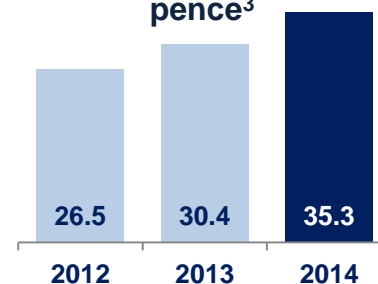
Net revenue £m



Operating profit £m<sup>2</sup>



Dividend per share pence<sup>3</sup>





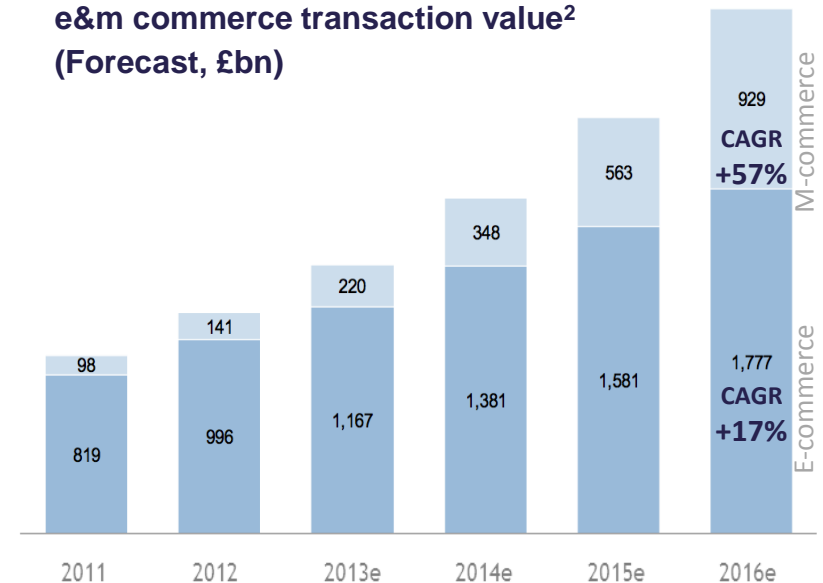
# **Strategy**

## **An update on Mobile and Online**

# Change is creating complexity for consumer service organisations

- The world is changing in almost every aspect
  - \_ how we shop, pay and get things
- Technology is freeing the consumer to demand more choice and convenience
  - \_ what, how, where and when they want
- Smartphones and increased connectivity are driving rapid mobile and online payment growth
- Consumer research commissioned by PayPoint<sup>1</sup>
  - Alternative payments expected to grow strongly
  - Security and convenience are the most important factors in choosing how to pay
  - Consumers less willing to wait when online
  - Consumers would like to purchase without queuing in store

**e&m commerce transaction value<sup>2</sup>**  
(Forecast, £bn)



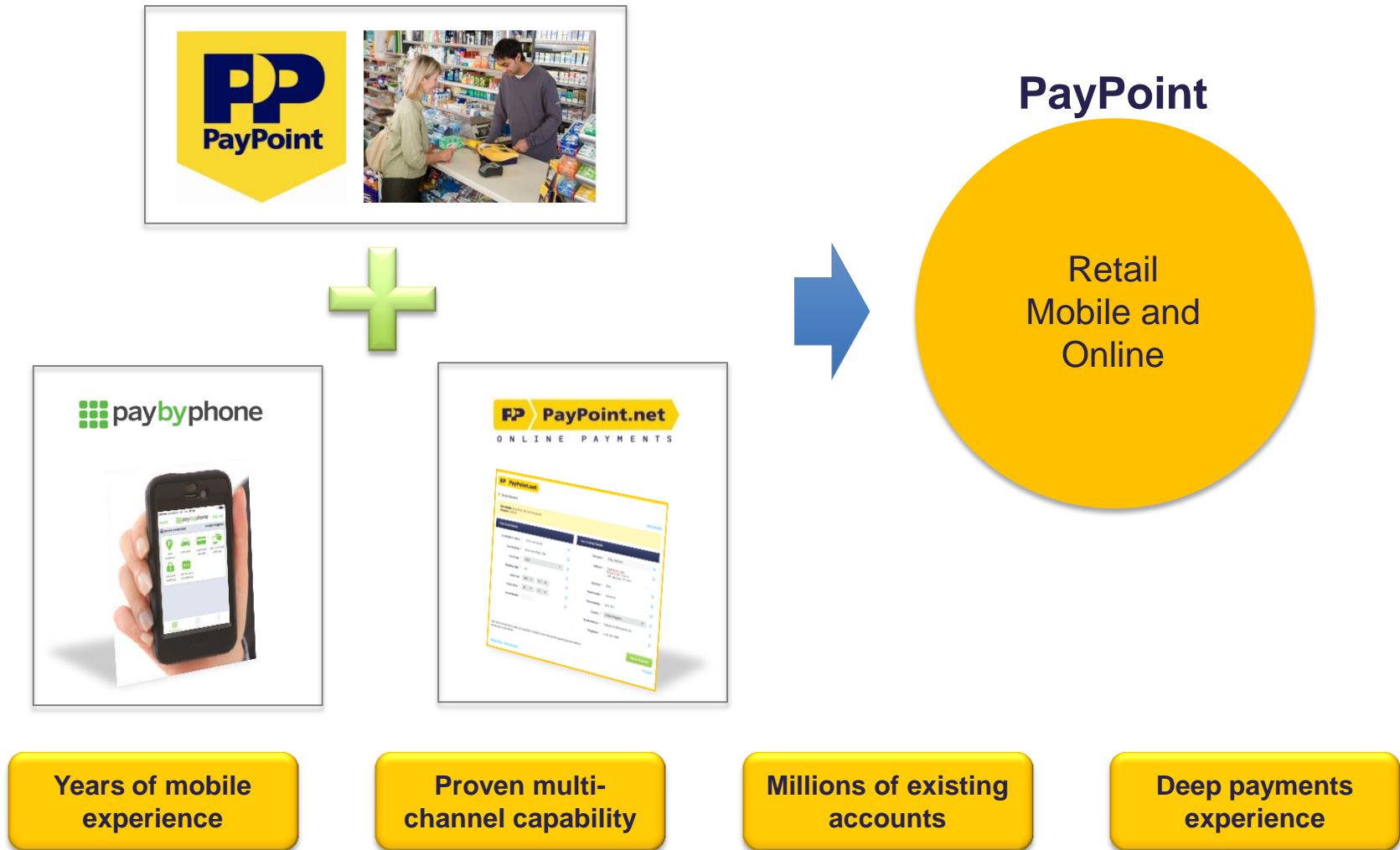
1. Source: Centre for Economics Business Research (CEBR)

2. Source: emarketer, RBS World Payments Report, OC&C analysis

**We are well placed to deliver the simplified solutions that consumers want**

# Mobile and Online now in the centre of PayPoint's offer

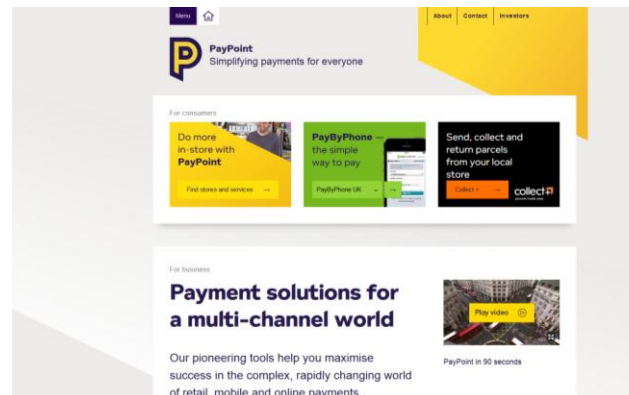
## Consolidating deep multi-channel payments experience



# Our refreshed identity reflects our strategic breadth

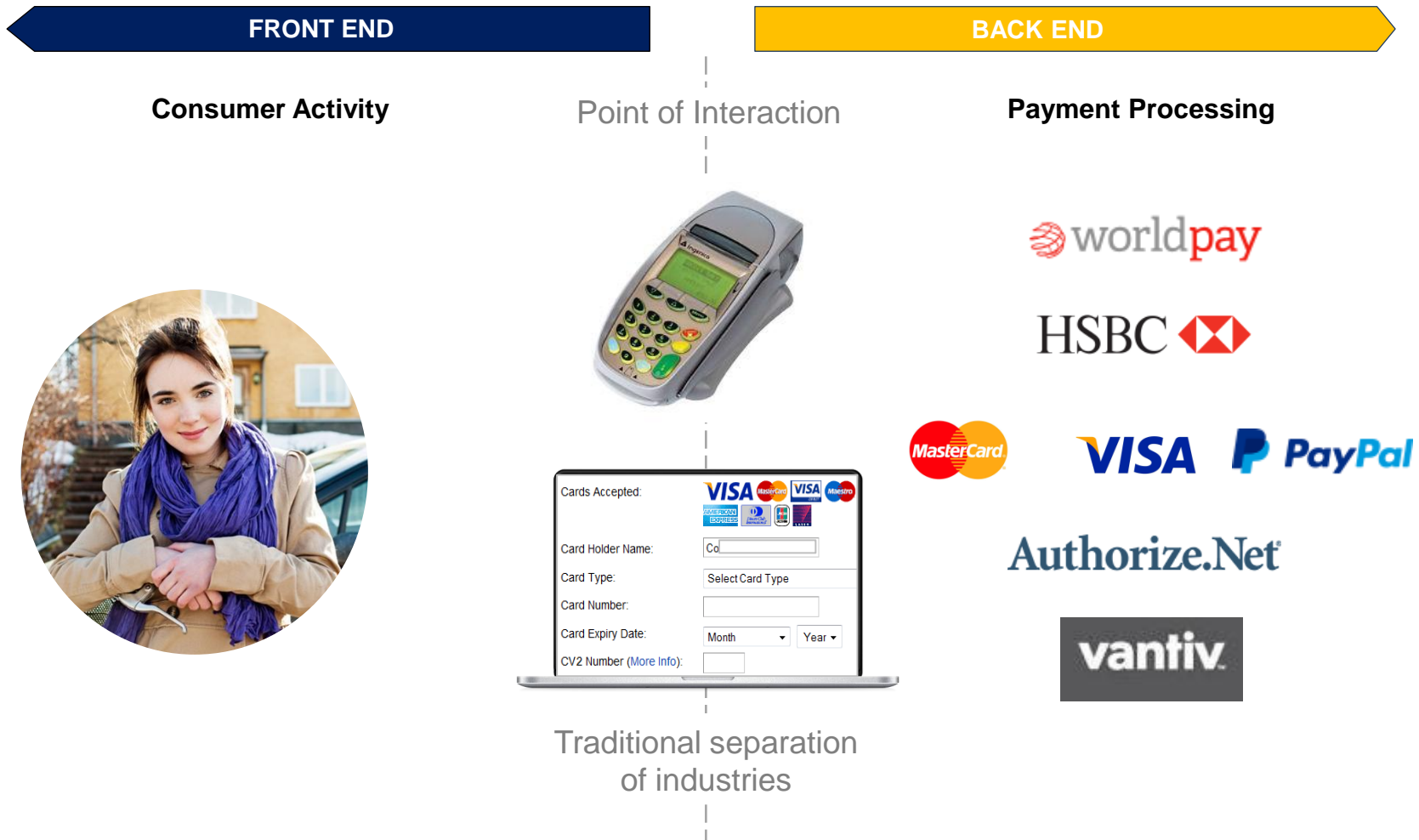


- Communicates our brand, not one channel
  - More modern to support our Mobile and Online credentials
  - Emphasises the full spectrum of services
  - All inclusive
- 
- Our B2B and Group identity initially
  - Consumer identity in Retail will change in due course
  - Consumer identity in parking will adopt the 'P' later this year
  - New identity will provide a more flexible framework for further services



# Traditional payment experience:

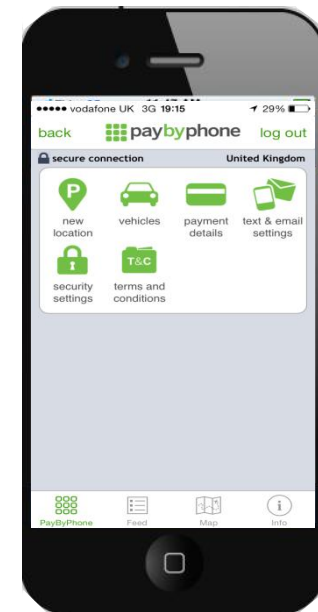
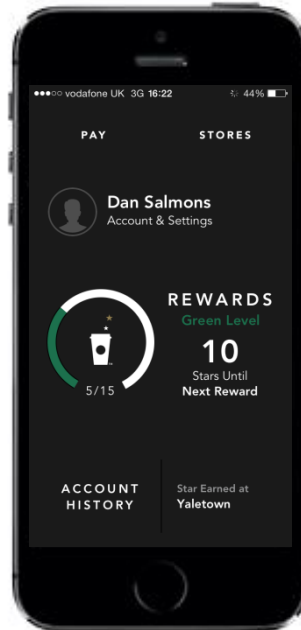
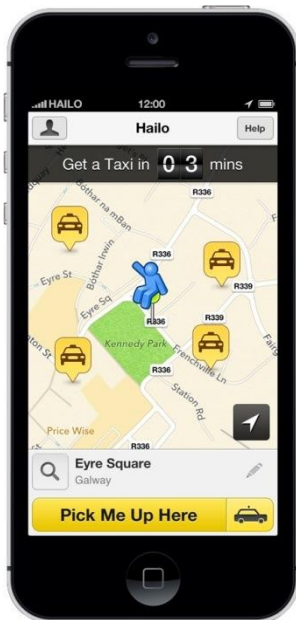
Finish what you are doing and then take time out to pay



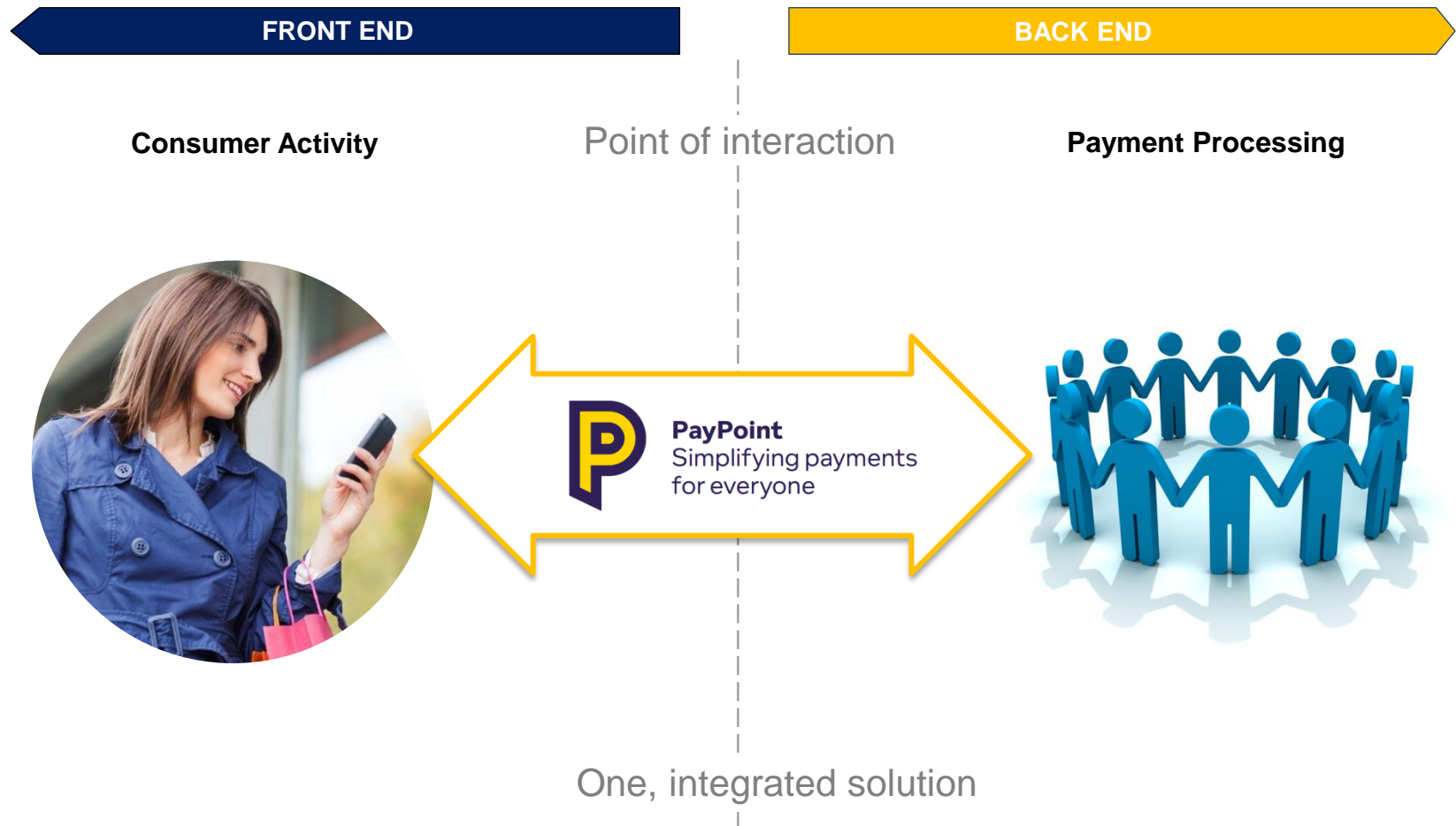


# Mobile payment experience:

The payment is embedded in the consumer activity

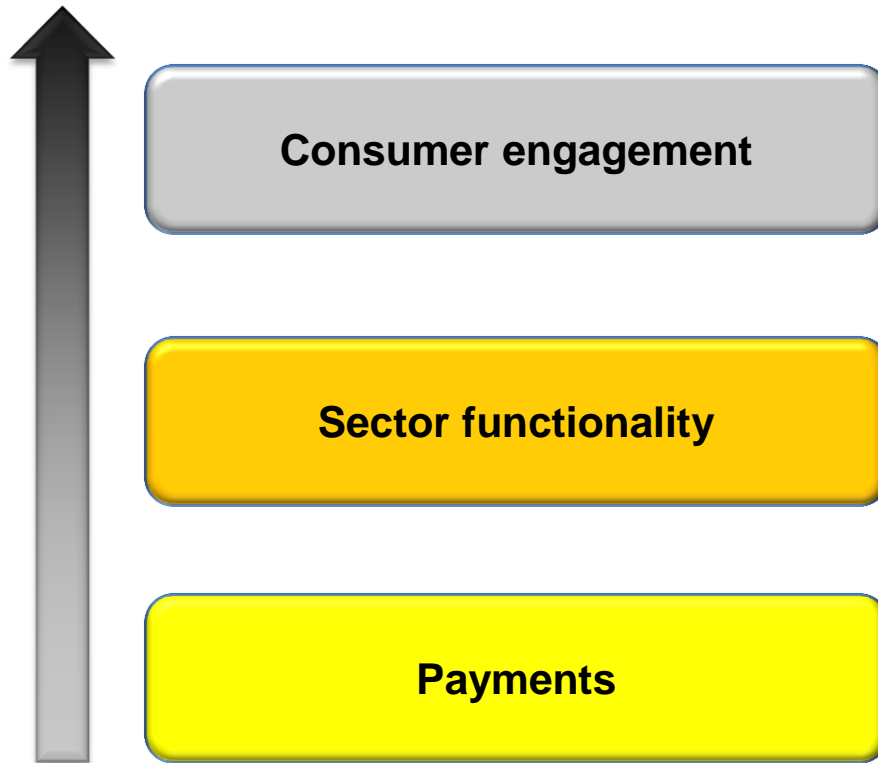


# We provide consumer experience AND payments expertise



# PayPoint Mobile and Online: Flexible approach to consumer

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Our approach is to provide 3 levels of service at the consumer “front end” :

**Engagement:**

Value add to the consumer; loyalty rewards, appropriate advertising and promotion

**Functionality relating to the activity:**

Added value beyond payment into the client vertical and to the consumer (e.g. parking)

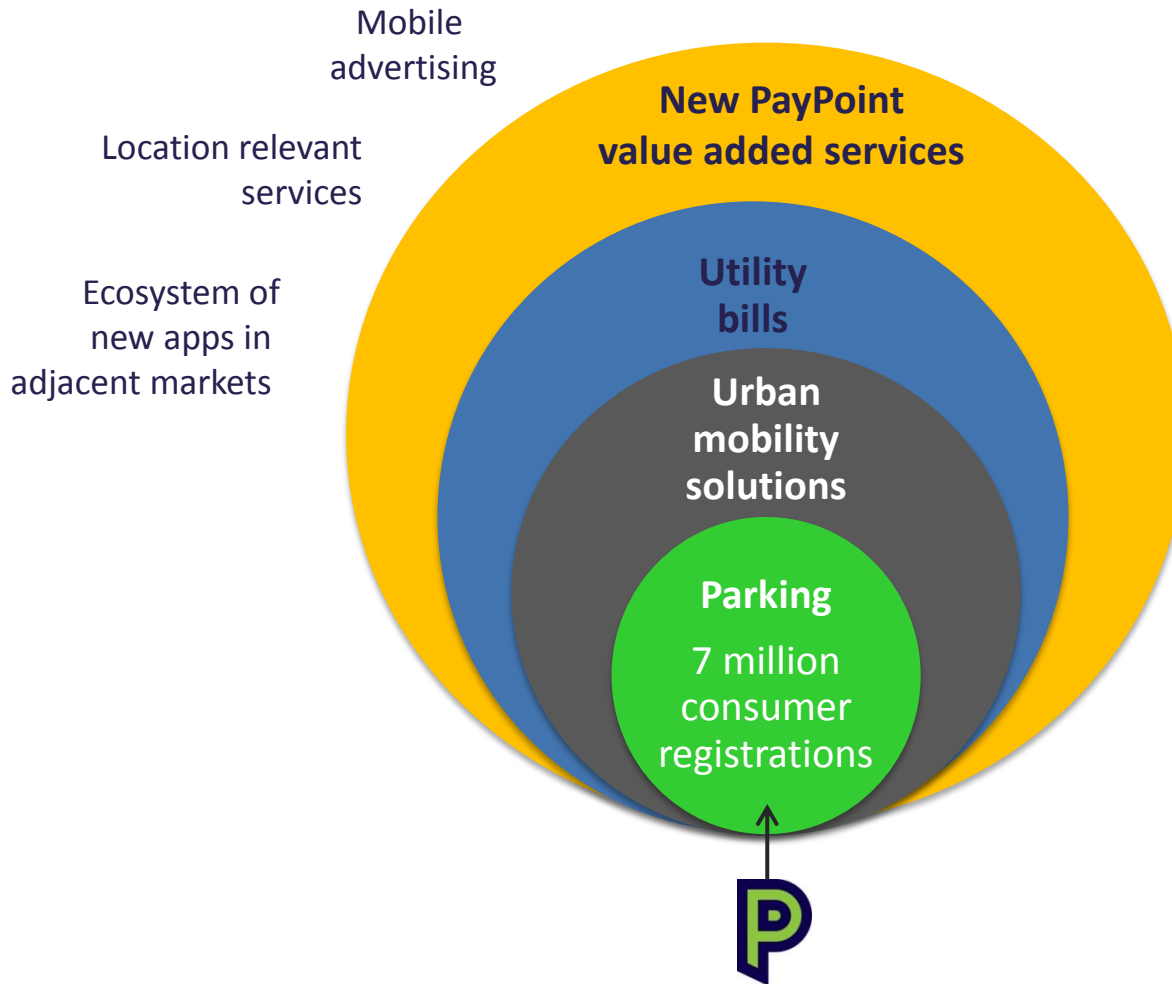


**Payment capability:**

Pay quickly and easily on a mobile or online, wherever you see a PayPoint logo

# Each consumer registration adds the potential for more value to the consumer, client and PayPoint

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# Urban Mobility:

Taxis, bicycle rental, electric vehicles, tolling, transit and parking



Nice



Paris



Vancouver

# Energy: Enabling the smart meter revolution

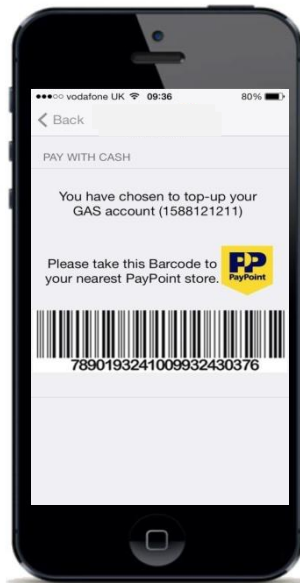
Smart meter remote screen in home showing consumption data:



Online smart meter account under development:



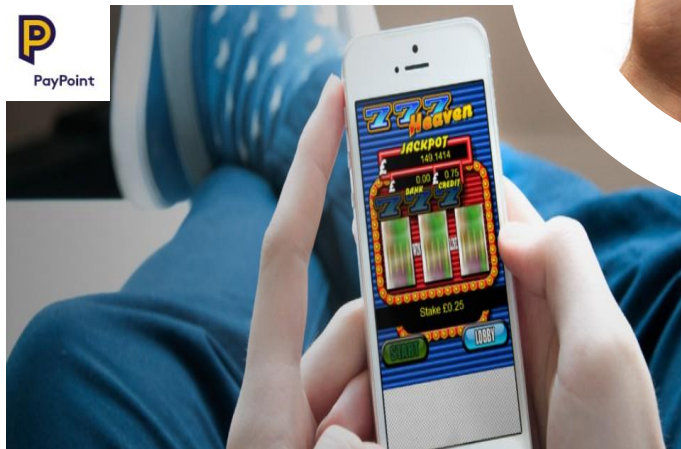
Mobile smart meter account enabling a cash payment:



# Convenience for consumers:

Register for *one* of our services, gain access to *more*

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# PayPoint's differentiation

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- True multi-channel capability
- Genuine 'app to bank' service proposition for our clients
- A mobile company that understands payments
- A payment company that understands the consumer





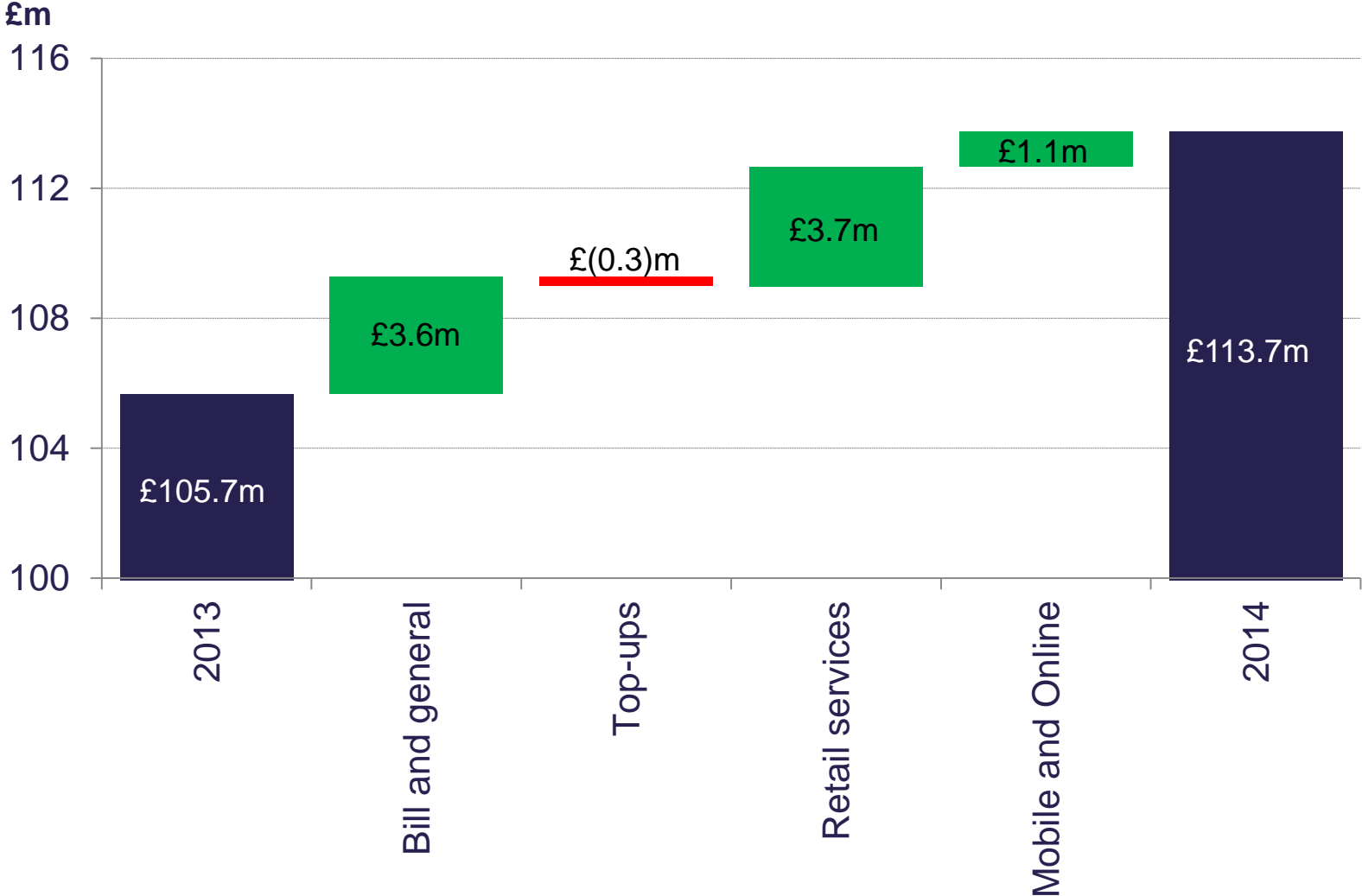
# Financial review

## Strong business momentum, improved profitability

Period ended March	53 weeks	52 weeks
	2013	2014
	£m	£m
Net revenue <sup>1</sup>	105.7	113.7
Other cost of sales	(16.0)	(16.8)
Administrative costs	(47.7)	(52.7)
Share of Collect+ JV	(1.0)	0.9
Operating profit <sup>2</sup>	41.0	45.4
Investment income less costs	0.3	0.8
Profit before tax	41.3	46.0
Tax	(10.3)	(10.1)
Diluted earnings per share	45.3p	52.6p
Dividend per share <sup>3</sup>	30.4p	35.3p

1. Net revenue is revenue less commissions paid to retail agents, the cost of mobile top-ups and SIMs where PayPoint is principal, card scheme sponsors' charges and out sourced call centres.
2. Operating profit including our share of joint venture results and excluding the £0.2m (2013: nil) costs associated with the acquisition of Adaptis Solutions Limited in the year.
3. Excludes special dividend in 2013

# Net revenue bridge between 2014 and prior period



# Cash generation and use, with strong conversion of profit to cash

Period ended March	53 weeks	52 weeks
	2013	2014
	£m	£m
<b>Operating cash flows</b>	<b>47.4</b>	<b>50.8</b>
Working capital	3.3	5.0
<b>Cash generated by operations</b>	<b>50.7</b>	<b>55.8</b>
Tax paid	(10.6)	(10.4)
<b>Net cash inflow from operating activities</b>	<b>40.1</b>	<b>45.4</b>
<b>Net cash used in investing activities</b>	<b>(10.4)</b>	<b>(12.7)</b>
Cash settled share based remuneration	-	(5.3)
Equity dividends: - Final and interim	(19.0)	(21.5)
- Special	-	(10.2)
<b>Net cash used in financing activities</b>	<b>(19.0)</b>	<b>(37.0)</b>
Net increase/(decrease) in cash	10.7	(4.3)
Cash at beginning of period	35.5	46.6
Effects of foreign exchange rate changes	0.4	(0.7)
<b>Cash at end of period</b>	<b>46.6</b>	<b>41.6</b>

# Financial review - summary

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- Strong balance sheet
- Continued growth in:
  - net revenues
  - earnings
  - dividends
- Ongoing investment to secure future growth

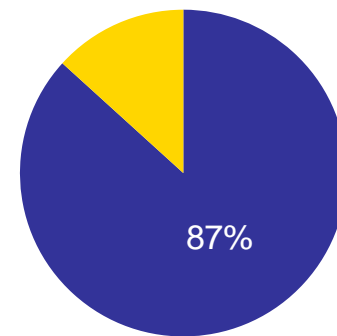


# Operational review

# Retail Payments and Services – UK, Ireland and Romania

- Strongly differentiated, over-the-counter payment proposition
- The network:
  - Over 35,500 convenience stores open until late
  - Servicing major utilities and service companies with long term contracts, some with exclusivities
  - Mix of chains, symbol groups and independents
- Offering a variety of services:
  - Cash in: household bills, mobile top-ups, taxes and e-money loads
  - Cash out: DWP's Simple Payment service, energy company rebates and local authority payments
  - Retail services: Parcels, ATMs, broadband, money transfer, SIMs, debit/credit processing, receipt advertising
- Leading technology partner
  - Market leading point of sale for payments and services
  - Full range of point of sale with appropriate connectivity

Retail as a percentage of group net revenue:



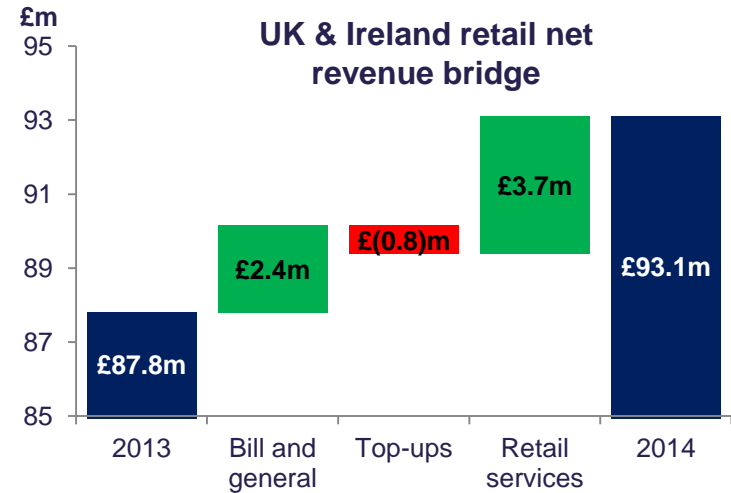
Retail	2013	2014
Transactions (m)	625	635
Average spend per transaction (£)	14.9	15.5
Transaction value (£m)	9,281	9,840
Net revenue (£m)	91.6	98.6

# Retail Payments and Services

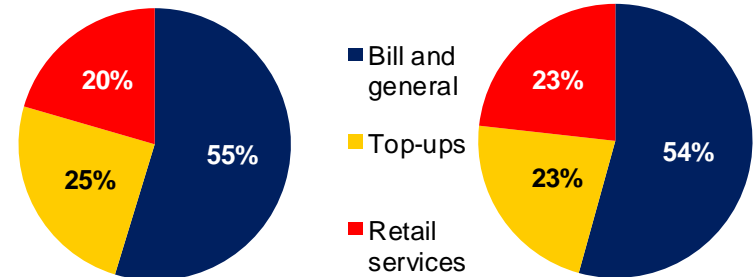


## UK & Ireland

- Bill and general net revenues continued to show growth
- Retail services net revenue growth driven by parcels, debit/credit and ATM performance
  - Added 700 ATMs, 1,600 debit/credit sites, 300 money transfer sites
  - Retail services net revenue growth of 20.7%
- Low churn (c. 3% per annum) and over 2,000 new sites added. Sales success in retail services helped to increase yield
- Continued retail service innovation
  - Roll out of virtual terminals continued, now 6,000 sites
  - Over 50% of volume now on fast broadband lines
  - Single daily settlement has benefited retailers



## UK & Ireland retail net revenue by service



## Clients include:



## Multiple partners include:





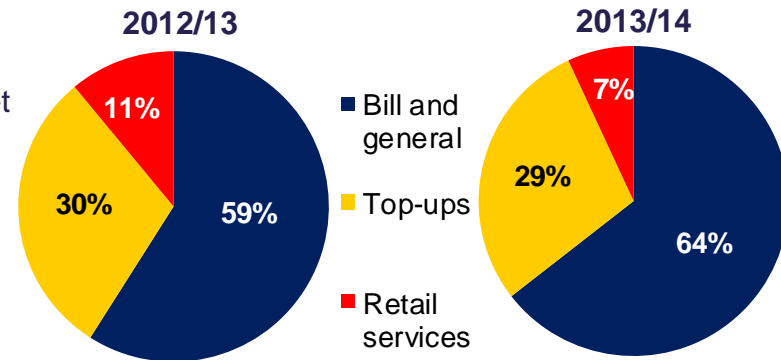
# Retail Payments and Services

## Romania

- Bill payment transactions increased by 53.5% helped by the addition of DIGI, one of the larger bill issuers in Romania, and top-ups by 5.3%
- Bill payment market share 15.3% (March 2014) with significant growth opportunities supported by national TV advertising campaigns to increase awareness
- Research has shown that prompted awareness of the PayPoint brand in Romania has risen from 33% to 49% over the last two years (Catibus survey)
- Fast growing list of local clients: water, financial and refuse collection, providing further differentiation
- Retail network (approaching 8,400 sites) continued to grow through initiatives with clients, such as EoN, to increase in market share, mainly at the expense of the Post Office
- Road tax payments introduced and new retail services opportunities being reviewed

Romania	2013	2014
Transactions (m)	30.7	44.7
Net revenue (RON m)	23.3	29.4
Terminal sites	7,339	8,354

### Romania net revenue by service



Clients include:

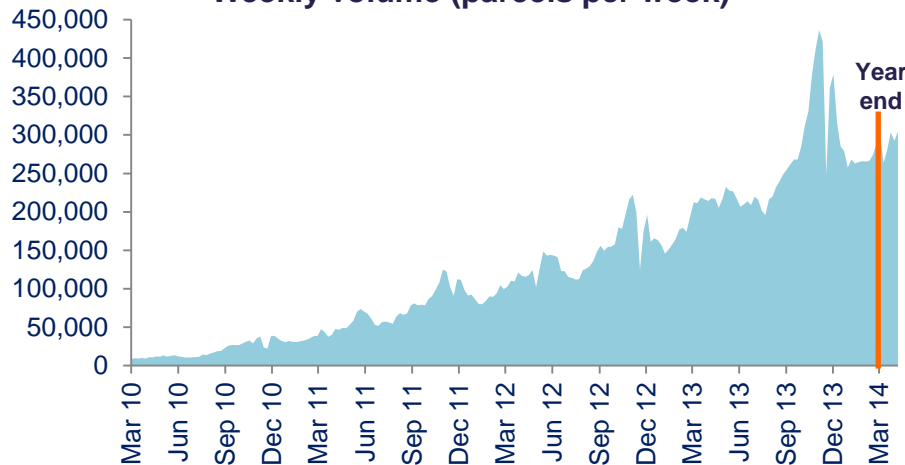


- Joint venture with Yodel to transform shopping fulfillment for consumers
- Pioneer and clear market leader in parcel collection and returns through local shops, as convenient alternatives to home delivery or Post Offices
- C2C (send) and B2C (Click & Collect and returns) parcel services have experienced strong growth
  - 5,582 sites (6.2% growth since last year)
  - 266 participating brands (25.5% growth since last year)
  - Total volume growth 1.8x and revenue growth 1.9x
  - Joint venture is profitable

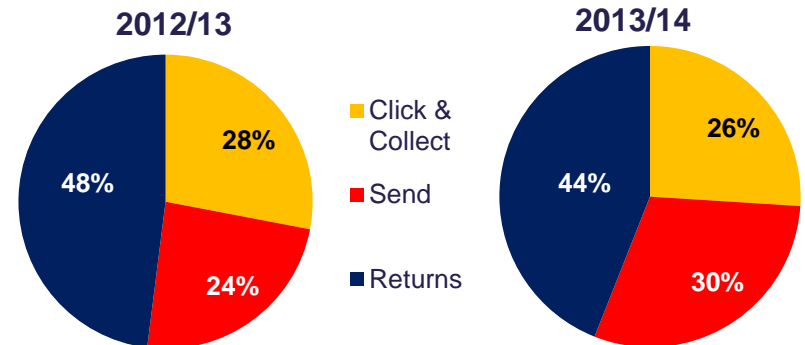
Collect+ at 100%	2013	2014
Transactions (m)	7.7	13.6
Collect+ revenue (£m)	17.8	34.1
JV (loss)/profit* (£m)	(1.9)	1.8

\* JV loss/profit at 100%. PayPoint reports 50% of this profit in the Consolidated Income Statement as well as the revenues arising in PayPoint UK Retail.

Weekly volume (parcels per week)



Revenue by service:



- Customer research continues to demonstrate a growing preference for collection point services; customers love the service (TrustPilot reviews rate service at highest rating)\*
- Choice of delivery options and ease of returns are key determinants in customer choice of online retailer
- Service developments include:
  - New standard two day delivery service
  - Introduction of service to the Republic of Ireland
  - Launched sector's first loyalty programme
  - Alternative location trials
  - Launch partner for eBay returns
  - Providing international send services alongside eBay
- The click and collect market is anticipated to grow strongly as consumers adapt to alternative delivery locations\*
- Collect+ attracting competition but remains market leader

- **63%** of shoppers would be more likely to use an online retailer if it offers delivery to a convenient collection point
- **92%** of Collect+ customers say they plan to use the send service again
- **64%** of customers dropping off or collecting a parcel are visiting the store for the first time
- **50%** of Collect+ customers buy other products in the store when dropping off or collecting their parcels
- **80%** of Collect+ customers have stated that the Collect+ service has encouraged them to use the store again
- The average annual revenue that a store will generate from their Collect+ customers is **£2,712**

\* See appendix 7

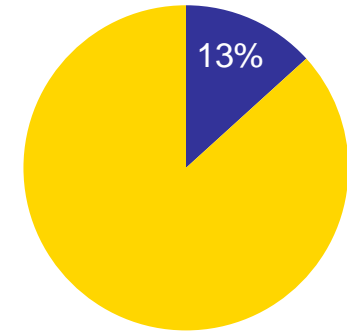
Clients include:



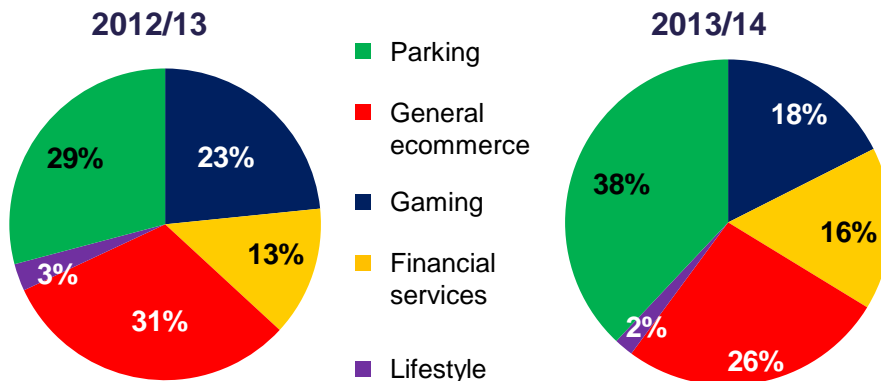
# Mobile and Online

- Mobile and Online now operating as one business bringing together PayPoint.net, PayByPhone and Adaptis under our new, unified PayPoint group brand
- Adaptis acquisition in February adds parking permits and other services to product range
- Transaction growth in the year was 15.8% and net revenue growth of 7.7%, with strong growth in mobile
- Investment in platform technology, now marketed as the Intelligent Commerce Platform (appendix 3)

Mobile and Online as a percentage of group net revenue:



Mobile and Online net revenue by service



Mobile and Online	2013	2014
Transactions (m)	114	132
Transaction value (£m)	4,814	4,902
Net revenue (£m)	14.0	15.1

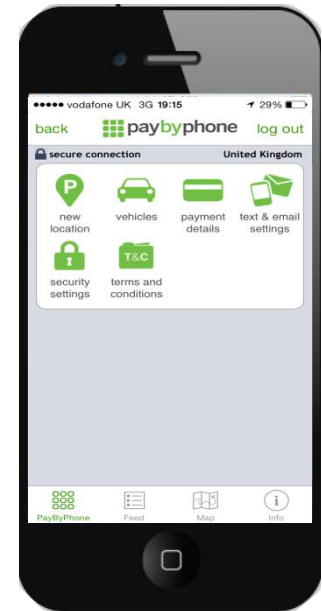
# Mobile and Online Parking vertical

## Parking proposition:

- Flagship Mobile and Online consumer product is PayByPhone parking
- Leader in mobile parking payments in UK, France, USA and Canada
- Processed more than 100 million transactions since launch
- Over 7 million users have registered on our system since inception
- Over 140,000 new users added on average, every month
- Almost 1 million individuals used the service on average, every month

## Parking client successes in sales and implementation:

- Launched across Southwark, Brighton and Chelmsford in the UK
- US launches include: Seattle, Dallas, MBTA (Massachusetts Bay Transport Authority) and Galveston
- Further wins in Europe including Paris, Geneva, Montpellier and Nice



The current PayByPhone Mobile App. We also offer IVR , SMS, Mobile Web, and Online services.

Parking clients include:

ISLINGTON

LES TAXIS BLEUS 3609

Massachusetts Bay  
Transportation Authority

VINCI  
PARK

CITY OF  
LONDON

MAIRIE DE PARIS

CITY OF  
VANCOUVER

ABERDEEN  
CITY COUNCIL

Newcastle  
City Council

Haringey Council

MIAMI PARKING  
AUTHORITY

# Mobile and Online

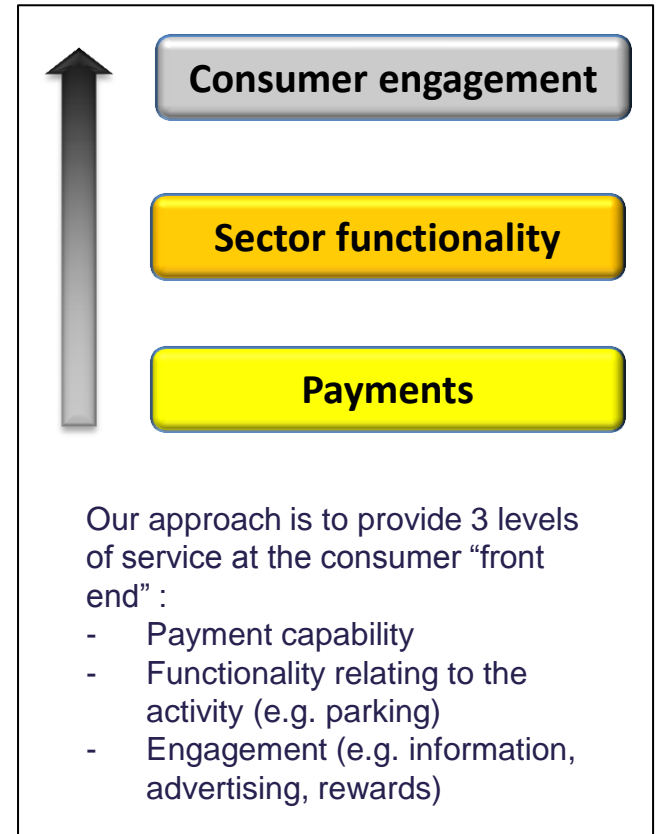
## Payments and consumer services

### Consumer Services:

- We see opportunity to grow our consumer base beyond parking by extending into other verticals, most notably urban mobility and utilities
- We will also be adding value through consumer engagement. Starting to trial in-app messaging and advertising

### Payments:

- Our payments platform links into 16 major acquiring banks in the UK, Europe and North America
- We provide secure debit/credit card and other payments for online merchants, as well as fraud screening and reporting systems
- Broad portfolio of online merchants and mobile parking clients
- Current developments include a multi-channel product to address payments challenges faced by utilities as smart meters are rolled out



Payment clients include:





# Summary and future developments

# Summary and future developments

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Current year trading is in line with the company's expectations and provides a strong foundation for future growth

We will continue to execute our strategy:

- Leverage and grow our retail business
  - retail network expansion
  - continued development of our retail services proposition
  - new clients, increase market share in existing clients
- Mobile and Online at the heart of the group will enhance our capability and opportunity for profitable growth in fast growing markets
- Continued investment into the group payments platform to drive greater multi-channel capability and efficiencies
- Seek further insight into our consumers

PayPoint UK Retail, Romania, mobile parking and Collect+ are all market leaders and are getting stronger in their markets





**PayPoint**

Simplifying payments  
for everyone

**Results for the year  
ended 31 March  
2014**

**29 May 2014**



# Appendices



# **Appendix 1**

**10 year trading history**

# 10 year trading history

	2005 £m	2006 £m	2007 £m	2008 £m	2009 £m	2010 £m	2011 £m	2012 £m	2013 £m	2014 £m
Revenue	89.1	120.0	157.1	212.1	224.4	196.6	193.2	200.0	208.5	212.2
Net revenue	36.9	46.1	57.7	69.9	77.4	77.4	82.7	90.4	105.7	113.7
<b>Profit before tax</b>	<b>8.1</b>	<b>20.3</b>	<b>26.6</b>	<b>30.4</b>	<b>34.6</b>	<b>32.6</b>	<b>34.5</b>	<b>37.2</b>	<b>41.3</b>	<b>46.0</b>
Tax	2.2	3.4	7.9	9.4	10.8	10.5	10.6	10.3	10.3	10.1
<b>Profit after tax</b>	<b>5.8</b>	<b>16.9</b>	<b>18.7</b>	<b>21.0</b>	<b>23.8</b>	<b>22.1</b>	<b>23.8</b>	<b>26.9</b>	<b>31.0</b>	<b>35.9</b>
<b>Earnings per share</b>										
Basic	8.7p	25.0p	27.7p	31.1p	35.6p	32.9p	35.2p	39.8p	45.7p	52.9p
Diluted	8.7p	24.7p	27.3p	30.8p	35.3p	32.7p	35.1p	39.8p	45.3p	52.6p
Dividend per share (excluding special dividends)	5.2p	7.5p	9.1p	10.4p	11.6p	21.8p	23.4p	26.5p	30.4p	35.3p

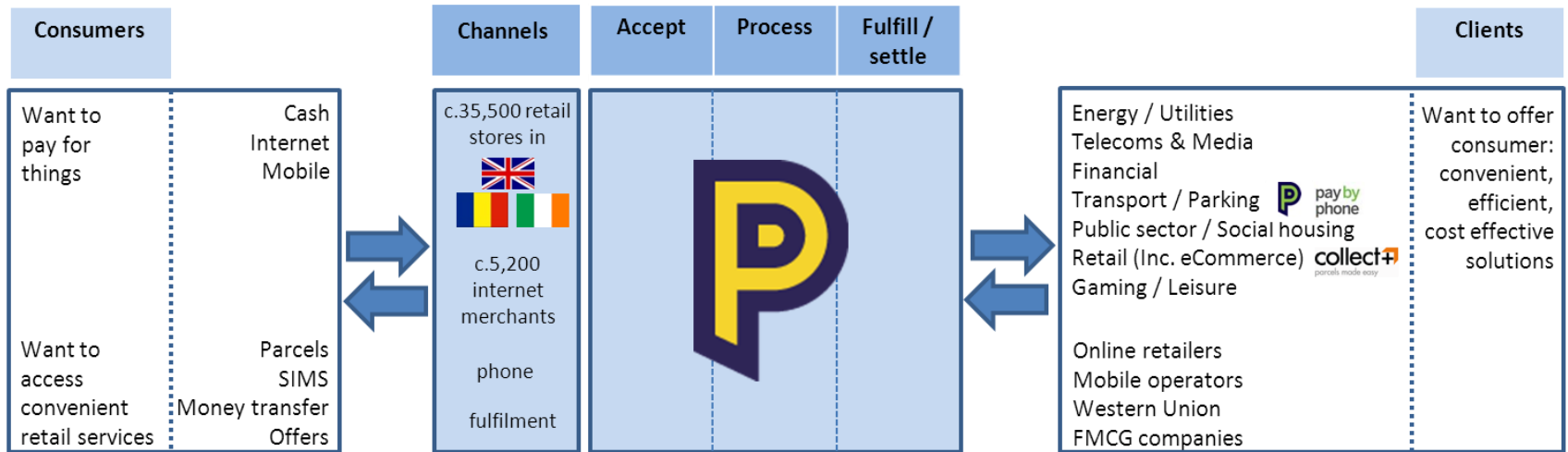


# Appendix 2

The 'essence' of what we do

# The 'essence' of what we do

- We process high volume consumer transactions, for **multi-channel payments** and **retail services** (e.g. parcels) for clients in **vertical markets**, through **integrated flexible platforms**
- Payments are typically low value and cover retail, internet and mobile, with money flowing to and from clients and consumers
- The platform connects to retailers and internet merchants, across different geographies, to whom we add value by providing new services
- We aim to help our clients deliver greater convenience to their consumers



We aim to grow by leveraging our platform in targeting more clients, merchants and retailers, in turn attracting more consumers to use our services



# Appendix 3

## PayPoint Intelligent Commerce Platform

# PayPoint's Intelligent Commerce Platform is modular, functionally rich, scalable and secure

The PayPoint Intelligent Commerce Platform is the new name for PayPoint's underlying Mobile and Online technology offering to clients.

It brings together rich existing functionality from our Mobile and Online platforms with newly developed and emerging products. This enables PayPoint to deliver great consumer experiences and solve complex organisational needs.

Distinctively, the functionality is provided to clients in a modular form that enables us to provide a solution that fits a client's business, without the need for extensive, costly and time consuming bespokeing. In addition, because functionality is provided as part of a platform, as it is improved, existing clients can benefit from upgrades and developments.

## PAYPOINT INTELLIGENT COMMERCE PLATFORM

**Intelligent reporting**



**Consumer experiences and PayByPhone**



**Advanced payments**

**Smart Controls**



Clients can choose from a set of purpose built solutions covering Payments, Mobile and Online Consumer Experiences, Intelligent Reporting, and Smart Controls.

These can either enhance a client's existing payments capabilities, or deliver market-leading commerce solutions for end consumers.



# PayPoint Intelligent Commerce Platform: Consumer Experience and PayByPhone

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Customers want safe, simple, flexible ways to pay. Based on one of the world's most successful mobile payment solutions, PayByPhone, our Intelligent Commerce platform brings the same skills and technology to other customers, opening up an outstanding payment experience.

Millions of customers use our PayByPhone mobile apps to pay for parking in major cities around the world, and we also have initiatives in bicycle hire, bridge tolling and energy smart-meters.

## Consumer Experience products include:

- Cashless parking: Phone parking service that reduces costs, increases revenue and delights customers
- Parking permits: Paper and virtual permits with cash and cashless payment options
- Park & Go: The all-in-one parking solution with touch screen kiosk and ANPR integration
- Cash Parking: Collects cash parking payments through 26,000 local PayPoint shops
- Urban Mobility solutions: A range of mobile and online solutions for everything from bicycle hire to electric vehicles, taxis to transit
- PayCash: Enables customers to pay for a wide variety of apparently online experiences in cash, whether shopping on the web, repaying a loan, or sorting a bill

# PayPoint Intelligent Commerce Platform:

## Advanced Payments

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Our clients need to think about channels, complex integration requirements, the need for compliance and linking into card schemes and banks around the world. They also have to consider their brand and reputation.

Our next generation commerce solution is powered by a brand new payments platform. This enables clients to get a fast to market hosted solution, seamlessly integrate with their own systems through rich APIs, and provide flexible, secure and PCI compliant capabilities.

### Advanced Payments products include:

- **Hosted Cashier:** Our new Hosted Cashier is one of the most powerful hosted solutions on the market. It removes PCI and hosting difficulties, delivers full payment page control, enables a fast one-click checkout, securely stores multiple customer cards, and synchronises information with internal systems
- **Cashier API:** Our flexible API offers the same next generation functionality included within our Hosted Cashier. But with one difference. It is built around a powerful RESTful API — delivering the ease and simplicity developers love
- **Email Pay:** EmailPay allows clients to email or text customers a secure link directing them straight to a branded payment page, significantly saving collection costs
- **CardLock:** Removes the cost, time and resource of PCI compliance

# PayPoint Intelligent Commerce Platform:

## Smart Controls

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In mobile and online commerce, split second decision making is needed to control risk, maximise acceptance, ensure compliance and optimise marketing.

Our platform provides simple, intuitive, and highly flexible controls for everything from addressing an emerging risk to launching into a new country. Our latest initiatives combine free-form rules with integrated data and insight from around the world, to give clients truly smart controls.

### Smart Controls products include:

- **FraudGuard:** Before clients can automate decision making, they need to have a fairly good idea of the decisions that need to be made. FraudGuard simplifies risk management for clients. From transaction scoring, instant screening and global policy making, it's all automated. We provide detailed reports and insights to help clients understand customers, and controls that let them manage them
- **Rules Engine:** Most rules engines offer nothing more than the ability to decline transactions. Our next generation rules engine will intelligently route transactions for maximum acceptance and lowest cost. By combining customer insights, our knowledge of risk vendors, and intuitive, flexible rule setting, you get the control you need to optimise your business

# PayPoint Intelligent Commerce Platform:

## Intelligent Reporting

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Intelligent Reporting is designed to empower client staff with easy access to rich analytics in each of their business units and functional groups. It delivers real-time, consolidated access to data, as well as the tools necessary to build actionable customer and business insights.

From live streamed transaction data, to visual dashboards and self-service Business Intelligence tools, it is significantly more advanced than standard payments reporting.

### Intelligent Reporting products:

Designed with simplicity in mind, our Intelligent Reporting tools are entirely standalone, meaning they can be used with transactions processed via PayPoint as well as through any other provider.

Clients can gain benefits including:

- Get closer to customers: understand preferences and issues and interact with them in a more profitable manner
- Democratise data: empower every member of their organisation with self-service access to relevant information, when and where they need it
- Improve business efficiencies: mine data for trends, rapidly develop insights into localised payment declines and identify issues in channels
- Report on your KPIs: consolidate all different payment channels into one visual dashboard and benefit from real-time insights

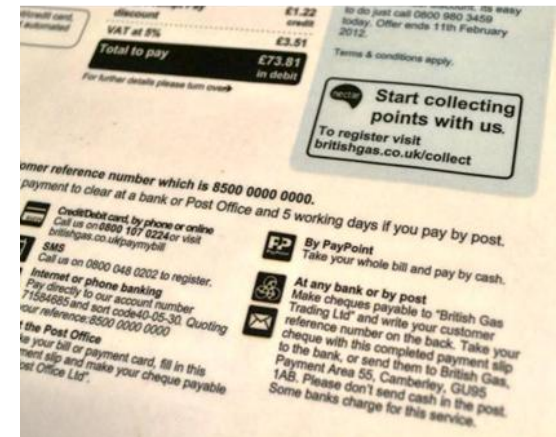
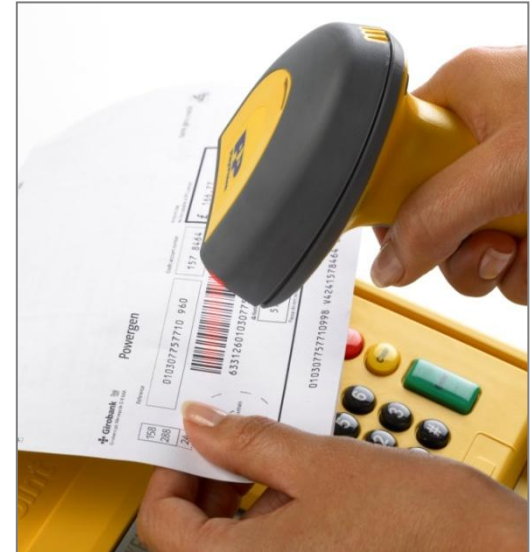
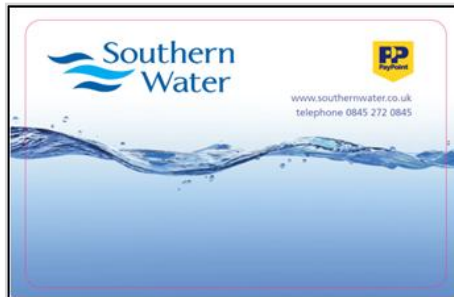


# **Appendix 4**

**Materials to support the  
consumer transactions – UK  
Retail**

# Materials to support the consumer transactions

## UK Retail: Client payment media



# Materials to support the consumer transactions

## UK Retail: Retail store



# Materials to support the consumer transactions

## UK Retail: Retailer external signage





# Materials to support the consumer transactions

## UK Retail: In store merchandising



# Materials to support the consumer transactions

## UK Retail: Terminals and ATMs



# Materials to support the consumer transactions

## UK Retail: Receipts



Transport Ticketing

Sample SPAR Tag



E Top-up



Utility Payment



E Voucher



# Materials to support the consumer transactions

## UK Retail: PPOS virtual terminal





# **Appendix 5**

**Materials to support the  
consumer transactions -  
PayByPhone**

# Materials to support the consumer transactions

## PayByPhone: Parking payment: IVR, SMS, mobile web



payby phone TO PAY CALL: **0207 005 0055**  
Calls charged at local rate

OR VISIT:  
**paybyphone.co.uk**  
See side of machine for more payment details

**P** LOCATION **12345**



Southwark Council

**P**

To pay call:  
**0207 005 0055**  
Calls charged at local rate

Or visit:  
**paybyphone.co.uk**

Available on the App Store

ANDROID APP ON Google play

Get it at BlackBerry App World

**NFC**

Parking fees will be charged to your credit or debit card. Optional texts are charged at 10p per text. Find out more: [www.southwark.gov.uk/parking](http://www.southwark.gov.uk/parking)

Location  
**12345**

paybyphone



VILLE DE Nantes

Payez par mobile stationnez plus facile !

 Plus de ticket papier

 Prolongez à distance

 Stationnez au plus juste

 Justificatif électronique

**1** Connectez-vous

SMARTPHONE ET INTERNET

**paybyphone.fr**

  La 1<sup>ère</sup> fois, munissez-vous de votre CB et de votre d'immatriculation.

PAR TELEPHONE (appel local)

**01 74 18 18 18**

**2** Entrez le code tarif / zone et confirmez la durée

TARIF HORAIRE, ROUGE

**44001**

RESIDENT\* PROFESSIONNEL\*

**44011** **44031**

\*sur autorisation délivrée par NGE, 14-15 rue Racine

Conditions générales et détails consultables sur [paybyphone.fr](http://paybyphone.fr)

payby phone

# Materials to support the consumer transactions

## PayByPhone: Les Taxi Bleus





# Appendix 6

**Materials to support the  
consumer transactions –  
Collect+**



# Materials to support the consumer transactions

www.collectplus.co.uk

**collect+**  
parcels made easy

Find a store

Our Services ▾ Business Users ▾ About Us **Track Parcel:**

## Send, collect and return your parcels

### Early 'til late, 7 days a week

CollectPlus is the largest store-based parcel service in the UK, designed to make your life easier.

No more wasted Saturdays or lunchtime queues, just the freedom to get on with your day.

Send a parcel	Light 0-2kg	Regular 2-5kg	Heavy 5-10kg
Economy (3-5 working days)	£4.89	£6.19	£8.29
Standard (2-3 working days)	£5.59	£7.19	£9.29

Send to:

**20% OFF**  
Your first order  
[Find out more >](#)

**Changed your mind?**  
You can return your unwanted items to over 260 retailers  
[Find out more...](#)

**Our store network**  
Drop off and collect parcels at over 5,500 stores nationwide

**Return to:**

**SPAR** **The co-operative**  
**Costcutter** **M'Coll's**

FAQs Terms & Conditions Privacy Policy

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## Our Services

Our three services are all designed to fit around your life, so you can send, collect and return your parcels from your local CollectPlus store, at a time that suits you.

### Send a parcel

If you sell online, or want to send a gift to a loved one, our send service is perfect for you.

- Buy, print and attach your label
- Drop your parcel off at your local CollectPlus store
- Track your parcel online to its destination

[More about sending a parcel...](#)

### Return a parcel

Changed your mind? Return your unwanted purchases to over 260 retailers.

- Stick your label onto your parcel
- Drop your parcel off at your local CollectPlus store
- Track your parcel online to its destination

[More about returning a parcel...](#)

### Click & Collect

Shop with your favourite brands online and collect your purchases at your local store.

- Buy online and choose CollectPlus as your delivery option
- You'll be emailed a collection barcode when your item arrives in-store
- Take your code to the store and collect your purchase

[More about Click & Collect...](#)

**How to send parcels with**

**How to return an item to a**

RIVER ISLAND

Clarks

ASOS

amazon

very

John Lewis

# Materials to support the consumer transactions

www.collectplus.co.uk – parcel delivery

The screenshot displays the Collect+ website interface. At the top, the logo 'collect+ parcels made easy' is visible. Navigation links include 'Our Services', 'Business Users', 'About Us', and 'Track Parcel'. A search bar contains 'Find a store'. The main content area is divided into a left-hand form and a right-hand map.

**Form Section:**

- 1 Enter parcel details**
- Recipient's name:
- House No. or Company:
- Address line 1:  [Add another line](#)
- Address line 2:
- Town/City:  County:
- Postcode:
- Buttons:
- Service Selection:
  - Light 0-2kg: £4.89
  - Regular 2-5kg: £6.19
  - Heavy 5-10kg: £8.29
- Standard Service: £5.59, £7.19, £9.29
- Choose your level of cover & proof of delivery: £60 Cover + Online Tracking: FR
- Checkout [Or add a new parcel](#)
- 2 Review & confirm**
- 3 Pay**
- 4 Print**
- 5 Drop the parcel at a shop**

**Map Section:**

- Map of Wembley area with various landmarks like 'Willesden New Cemetery', 'Central Middlesex Hospital', and 'University of West London'.
- Parcel location: **WS 1AB delivered to the door from £4.89**
- Multiple 'here' callouts on the map.
- Map controls: 'map view', 'list view', zoom in/out buttons.

**Footer:**

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Registered Number: 06893233 | VAT Number: 948830691  
Registered Address: CollectPlus, Victoria House, 49 Clarendon Road, Watford, Hertfordshire, WD17 1HP

# Materials to support the consumer transactions

www.collectplus.co.uk – parcel returns

The screenshot displays the CollectPlus website interface. At the top, there is a navigation bar with the CollectPlus logo (tagline: 'parcels made easy'), a search bar for finding a store, and links for Help, Sign In, and Sign Up. Below the navigation bar, there are links for 'Our Services', 'Business Users', and 'About Us', along with a 'Track Parcel' button. The main content area features a section titled 'Returns made easy - at your local store' with a three-step process: 1. Attach a CollectPlus label (including online printing and retailer selection), 2. Drop off the parcel at a shop (noting over 5,500 shops and no queues), and 3. Relax (receiving proof of postage and online tracking). Below this, a section prompts users to 'Choose your retailer from the list below or try typing their name:'. On the left, a grid shows logos for Littlewoods, very.co.uk, MmDirect, NEW LOO, ASOS, and Boden, each with a 'Book a return' button. On the right, a search dropdown menu is open, listing various retailers such as 51Parcel, Addict.co.uk, Additions - Very, ADF, Adventure Northumberland, Alexon, Amazon, Andrew James, Ann Harvey, Apparel4Outdoors, AQ/AQ, Argos Outlet, Ark, and Artiano.

collect+  
parcels made easy

Find a store   [Help](#) [Sign In](#) [Sign Up](#)

[Our Services](#) [Business Users](#) [About Us](#) [Track Parcel:](#)

● Returns made easy - at your local store

1. Attach a CollectPlus label
  - You can easily print one online
  - Choose your retailer to begin
2. Drop off your parcel at a shop
  - Over 5,500 shops open late, 7 days a week
  - No more lost Saturdays or lunchtime queues
3. Relax
  - You'll receive proof of postage
  - Online tracking on all parcels

➤ Choose your retailer from the list below or try typing their name:

	<a href="#">Book a return</a>
	<a href="#">Book a return</a>
	<a href="#">Book a return</a>
	<a href="#">Book a return</a>
	<a href="#">Book a return</a>
	<a href="#">Book a return</a>

- ▶ 51Parcel
- ▶ Addict.co.uk
- ▶ Additions - Very
- ▶ ADF
- ▶ Adventure Northumberland
- ▶ Alexon
- ▶ Amazon
- ▶ Andrew James
- ▶ Ann Harvey
- ▶ Apparel4Outdoors
- ▶ AQ/AQ
- ▶ Argos Outlet
- ▶ Ark
- ▶ Artiano

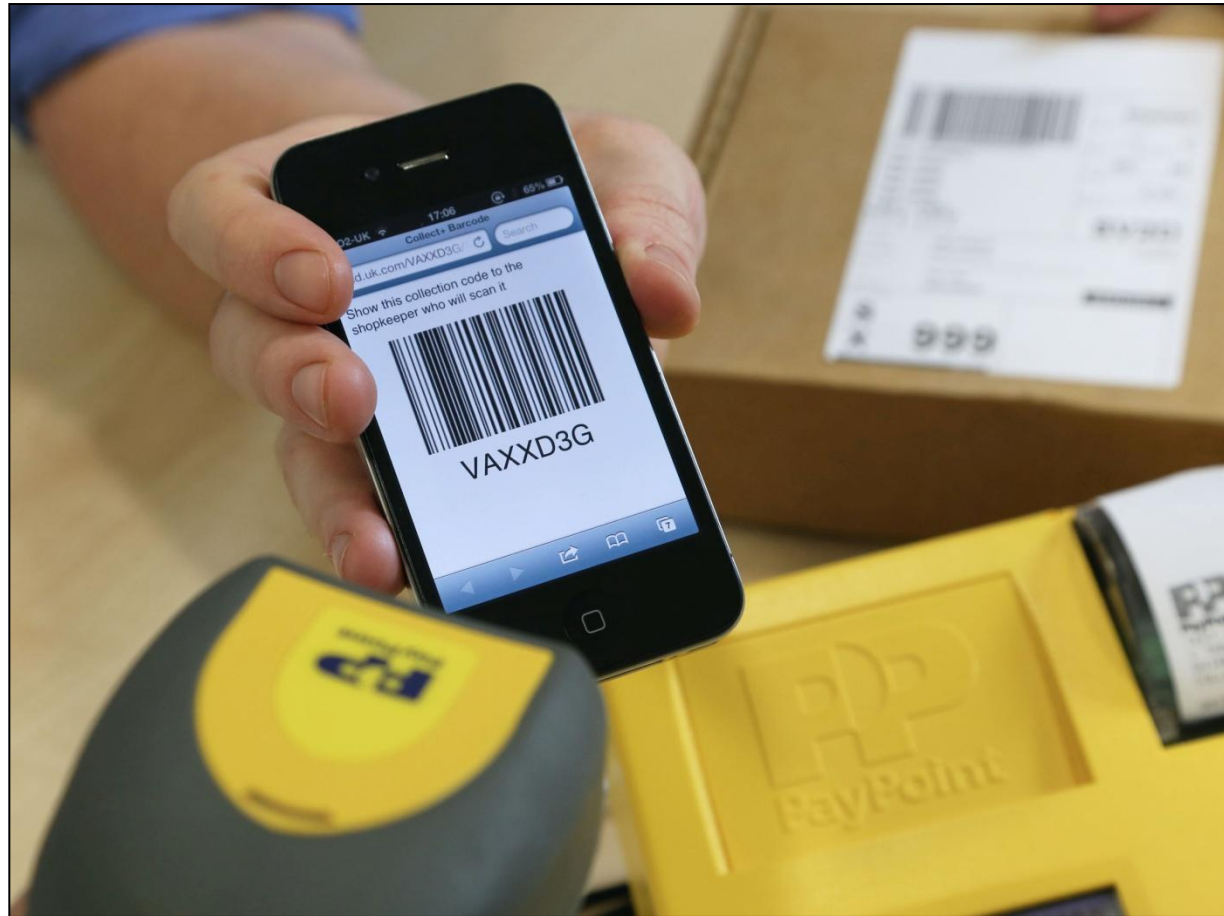
[Terms & Conditions](#) | [Terms of Use](#) | [Privacy Policy](#)

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# Materials to support the consumer transactions

Collect+: phone pick up barcode

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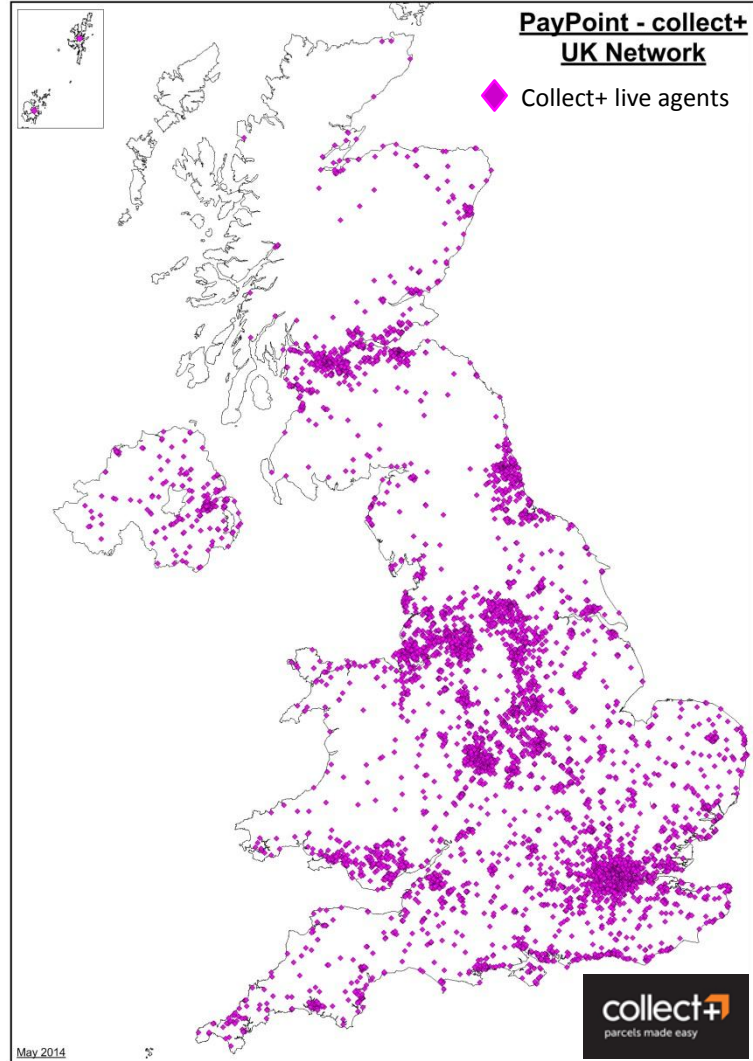


# Materials to support the consumer transactions

## Collect+: UK network

- Target network density
  - 1 Mile urban
  - 5 Mile rural

**Almost 5,600  
locations live**



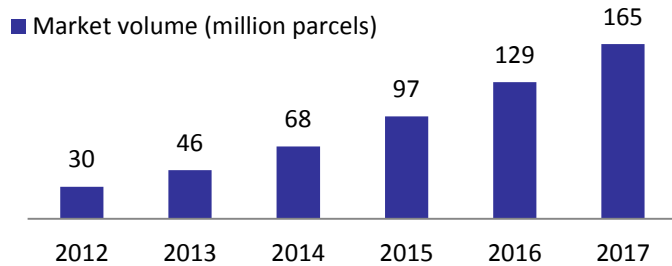


# Appendix 7

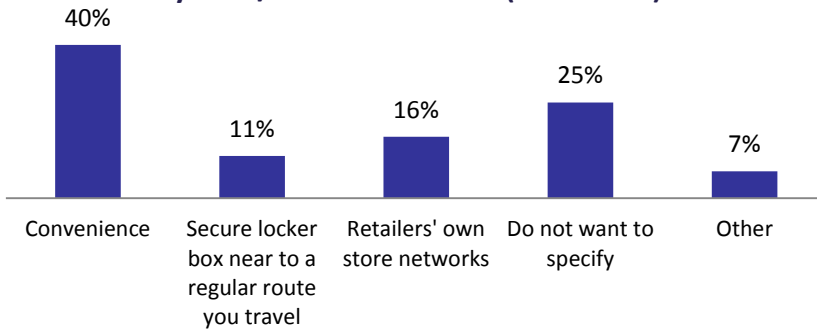
**Consumer research – Collect+**

# Consumer research – Collect+

Annual market growth of UK Click & Collect volume\*



If customers could choose alternative delivery locations, 40% would select locations consistent with the PayPoint/Collect+ network (2012: 37%)\*



\* Source: IMRG (2013)

